

## **VICTIM ASSISTANCE NOTIFICATION CLERK**

### **DISTINGUISHING FEATURES**

The fundamental reason the Victim Assistance Notification Clerk exists is to perform highly-detailed and organized duties in accomplishing the notification and file maintenance functions in the Victim Services Division of the Legal Department. This classification is not supervisory. Work is performed under general supervision by the Victim Services Manager.

### **ESSENTIAL FUNCTIONS**

Organizes, maintains and monitors Victim Services file and notification systems including the Master, Bench Warrant and Probation lists and research the status of cases to ensure the most timely notifications are being typed and mailed.

Provides case status and criminal justice information to victims utilizing respectful and sensitive communication skills as to the confidential nature of victim cases. Properly routes telephone messages to appropriate staff personnel.

Maintains professional working relationships with Victim Services staff and volunteers, as well as other City department staff. Fosters these relationships to allow for process improvement strategies to be made through effective communication and interaction with a shared commitment to quality in the work environment.

Takes ownership to assist in complaint resolution through research and investigation processes by demonstrating the ability to listen and communicate professionally and effectively and documenting actions/results.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

Knowledge of:

Business English, spelling and grammar.

Basic arithmetic.

Office practices and procedures.

Windows and Word 7.0.

Ability to:

Enter data or information into a terminal, PC or other keyboard device.

Type 35wpm and/or input on a routine daily basis.

Operate a variety of standard office equipment including computer, a variety of computer software, copy and fax machines, telephone, typewriter and 10-key requiring continuous and repetitive arm, hand and eye movement.

Comprehend and make inferences from written material and verbal and/or written instructions.

Establish and maintain effective working relationships with City employees at all levels.

Communicate effectively, both orally and in writing, with all levels of City staff and the general public.

Maintain regular consistent attendance and punctuality.

**Education & Experience**

Any combination of education and experience equivalent to a high school diploma or GED and one year of responsible typing and word processing in an office environment.

FLSA Status: Non-exempt

HR Ordinance Status: Classified